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Shanika Hatcher

Objective

To contribute to the financial health and image of a non-for-profit while demonstrating the ability to be knowledgeable, hardworking and professional as well as prove my ability to adapt to change, innovate, manage, motivate, coordinate and communicate with people of all age groups, ethnic, cultural, and socioeconomic backgrounds.

Skills

- Utilize proficiency in Microsoft Office, Word, PowerPoint & Excel to generate financial reports, leadership presentations, tables, graphs, memos, flyers, training manuals and other documents.
- Display flexibility in a changing environment while utilizing multi-tasking, organizational and problem-solving skills as well as creativity and initiative to meet deadlines and expectations.
- Prove dependability, planning and organizational skills while functioning effectively during high levels of stress and fast paced situations
- Demonstrate integrity, professionalism and tact in handling highly confidential information
- Excellent typing, data entry and correspondence skills

Volunteerism

1999- present (volunteerism)

(W)Holistic Resource Center

- **Resource Center Director Skills-** Handle multiple projects while providing update, accurate, and informative information to those who are in need. Plan, coordinate, **research**, and instruct individuals with grant information that is valuable to peers and community leaders.

Duties performed and skills demonstrated included:

- Provide health, job leads, and information to those in our community and congregation through monthly newsletters.
- Write grant proposals and research foundations and corporations that meet our vision, goals, and objectives.
- Network with community leaders, foundations, and corporations to build positive relationships.

Experience

2008- 2010 Indianapolis Marion County Public Library Indianapolis, IN

Foundation Collection Supervisor

- Train library staff on new grantsmanship and non-for-profit resources
- Meet with community foundation and corporation to develop partnerships
- Keep abreast of new grantsmanship resources to enhance our collection
- Generate monthly attendance and usage reports
- Facilitate bi-weekly grantsmanship workshops

1995-2008 Indianapolis Marion County Public Library Indianapolis, IN

Instructor for the Foundation Collection

Instructor Skills- teach groups of approximately 8-15 people how to search the Foundation Collection for grant money.

- Take patrons on a tour of the Library Foundation Collection
- Build rapport and communicated effectively with internal staff as well as external contacts.

1994-1995 Indianapolis Marion County Public Library

Library Clerk III

Supervisor Skills- served as an assistant to the circ supervisor.

- Duties performed and skills demonstrated included:
- scheduling, working the opposite shift, being available when needed
- Bank deposit, balance cash drawers, ran nightly cash drawer reports
- Resolved conflicts with staff and patrons and a willingness to learn

Patron Inquiry

- search the library's database for patron information obtaining the following information: holds that the patron has placed, and outstanding bills, fines and over dues.

Bibliographic/ Item Inquiry

- search database- enter information about that record, such as the title, item barcode, author, or call number.
- **Check-In/Checkout Patron Materials**
- Making sure the cardholder is the person checking out materials and ensuring the material is getting checkout correctly
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2000- Present Indianapolis Marion County Public Library - Receiving Assistant III

- Works with little to no supervision as receiving assistant in high volume library setting performing duties of receiving, database maintenance, processing and mail distribution.
- Utilizes technical skills to maintain database by creating, deleting and revising records, along with searching the database for library materials for patrons
- Keeps abreast of technical and departmental procedures for proper maintenance of database
- Goes beyond expectations of meeting required daily quota and deadlines for processing library materials as well as for special projects and other assigned duties.
- Demonstrates knowledge of departmental areas and various functions for mail distribution.
- Focus on details to check materials against proper purchase order, to check for defective material, to create accurate book pockets, labels and bar codes.

2003-present (seasonal)

Jackson & Hewitt Tax Service

Manager Skills- served as store manager for one of the top producing stores.

Duties performed and skills demonstrated included:

- Create monthly schedule, train, and hire employees for varies positions
- Review and edit tax returns before being submitted to IRS
- Correct tax returns that was rejected by IRS
- Contact customer, bank, and IRS to discuss tax refund or rejected tax returns
- Submit nightly cash drops and create a report to reflect all monies received.

Martin University – 2002 to 2007

Bachelor's Degree: Psychology

IU- School Library & Information Science 2008-2010

Master's Degree: Master of Library & Information Science

Education